

May 2005

INSTRUCTIONS FOR CARDHOLDERS

1. The website address for CitiDirect is <http://www.cards.citidirect.com>
2. Type in the CitiDirect Client Code referenced in the delegation of authority letter sent by the Commerce BankCard Center.
3. Click on the **Start Login Process**.
4. The Username is assigned by CitiBank. Please contact CitiBank's Help Desk at 1-800-790-7206, option #2 and make the proper selections to establish your Username and Password.
5. First time users are asked to select a new password. An option is available to change passwords at any time.
6. Select **Login** or **Enter**.
7. Select **Inbox** from the horizontal Navigation Bar and click on **Current Status** to view statements.
8. Statements appear by cycle. Click on the last six digits of the account number to review desired cycle. Charges will appear on the current (Interim) cycle 2-3 days after posting to account.
9. Print Statements by selecting the **Print Statement** box at the bottom of the page.
10. Transactions may be disputed by selecting a line item, selecting the **Dispute** button and following instructions on the popup.
11. After completion, select **Close**.
12. Select **Home** on Inbox Current Status screen.
13. To log out of CitiDirect, click on **Log Out** in the upper right corner of the page.
14. Logout box appears confirming the user would like to log out.
15. Select yes.

This is for viewing accounts only. No changes can be made to the account.

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